

BUSINESS PROCESS SUPPORT DIRECTORATE (DSCR-BA)

MISSION:

The mission of the Business Process Support Directorate is to provide superior service to our customers by partnering with the Enterprise Process Owners, Process Leads, SubProcess Owners, and SubProcess Liaisons to provide policy and procedural support for all material management processes. These processes include Order Fulfillment, Demand and Supply Planning, Technical/Quality, Procurement and Finance. The Directorate is responsible for Design, Test, Evaluation and Implementation of the Business Systems Modernization (BSM) automated systems and related business process reengineering. We prepare, oversee and administer training on the new systems and conduct change management activities to educate employees and promote their acceptance and commitment to BSM. The Business Process Support Directorate is also responsible for maintaining and retiring Legacy systems over the course of the transition to BSM, and our Business Process Analysts support end users of both BSM and Legacy systems. The Directorate provides research, review and analysis of operational procedures, systems and performance. We conduct studies on complex operational changes affecting Aviation Supply Chain performance and business decisions, and provide recommendations, suggest business process improvements, and develop plans for implementing recommended improvements. Our analysts extract data, run reports and monitor metrics and key performance indicators for both the Aviation Supply Chain and the Aviation Demand Chain, tracking and analyzing trends and underlying data.

FUNCTIONS:

1. Ensures the organization's strategic plan, mission, vision, and values are communicated to the organization and integrated into the organization's strategies, goals, objectives, work plans, and work products and services.
2. Develops the BSM ownership/readiness strategy. Manages the design, development, implementation, and measurement of ownership/readiness and development program. Manages complex changes programs across multiple organizations an/or activities.
3. Develops strategies for BSM training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer programs.
4. Conducts a full range of research studies, special projects, and projects of command interest to determine and assess complex operational and policy issues affecting the aviation supply and demand chain performance and provides research results for decision making.
5. Develops, tracks, and analyzes various performance metrics for the supply and demand chains, including development of Balance Scorecards and use of Portal Technology.
6. Analytical results include operational, policy, systems, and/or procedural recommendations and suggested business process improvements as well as plans for implementing recommended improvements.
7. Provides analysis support for operational areas of the aviation supply and demand chains and Command, to include data extraction and prioritization of requirements.

8. Provides end-user support and subject matter expertise on Order Fulfillment, Planning, and Tech/Quality in support of the site users and the Enterprise Process Owner(s) and SubProcess Owner(s).

CUTOVER/CONVERSION DIVISION (DSCR-BAC)

MISSION:

To prepare items and systems for the migration from Legacy to BSM.

FUNCTIONS:

1. Ensures completion of all functional data cleansing prior to migration.
2. Ensures effective communication to the workforce. Provides detailed guidance to the workforce.
3. Coordinates with management and SMEs to ensure the message is clear and accurate. Eliminates confusion.
4. Manages item migration against the POAM. Documents lessons learned. Makes necessary improvement to the POAM.
5. Ensures management is aware of lessons learned and any changes.
6. Maintains and updates rollout item schedule, scrubbing for deferments and managing the list of Logistics Reassignment candidates.
7. Validates conversion files and status during the mock conversion and actual cutover process.

HUMAN PERFORMANCE DIVISION (DSCR-BAH)

MISSION :

Develops plans and delivers BSM training to future users at DSCR assuring that the students are prepared to migrate to BSM and their training is documented. Responsible for all DSCR Change Management functions ensuring a smooth transition during the BSM transformation. Manages personnel and other administrative functions supporting BSM transition efforts and the directorate.

FUNCTIONS:

1. Serves as member of enterprise KT&T Team
2. Develops enterprise and local strategy to determine training needs and deliver same
3. Develops training needs plan for each Roll Out
4. Determines number of classes required
5. Assigns enterprise curricula to students
6. Creates training schedule meeting enterprise requirements. Refine schedule based on enterprise and site needs. Adjust schedule to individual employee needs. Manage and control classroom and training material resources.

7. Develop and maintain instructor team matrixed from functional BPA organization. Develop training plan for instructors. Assure continued development through attendance of TTTs and seminars.
8. Use Learning Management System. Document training plans and completions. Adjust schedules as required.
9. Develop local solutions to training issues. Develop “get well” plans as required. With other business managers, educate and plan “off-line” training.
10. Coordinate closely with OA for User List
11. Coordinate with CM
12. Coordinate with local DTC training personnel
13. Maintain classrooms as required
14. Deliver informational briefings on BSM training
15. Responsible for developing and disseminating internal communications about the transformation to the workforce. Supports the development and dissemination of external communications to customers and suppliers.
16. Responsible for the assessment of workforce readiness for transformation. Ensures that assessment results are shared with leadership and supports the development of corrective actions as necessary.
17. Supports the Change Network and Sponsorship activities of the Command.
18. Acts as the directorate POC for the Defense Travel System.

ORDER FULFILLMENT DIVISION (DSCR-BAO)

MISSION :

Develops and implements policies, procedures and objectives related to Order Fulfillment process issues. Supports Order Fulfillment Process Owner. Acts as and/or supports Enterprise SubProcess Owners. Provides end-user support and subject matter expertise as needed. Monitors performance/KPIs related to order fulfillment.

NIMS TEAM

FUNCTIONS:

1. Serves as focal point for all logistics functional matters relating to National Inventory Management Strategy (NIMS), Forward Stocking Initiatives (FSI), and Joint Environmental Material Management Service (JEMMS)
2. Participates in management of current pilots which fall under the NIMS umbrella in support of HQ DLA, DDC, and DDC.
3. Responsible for management of designated pilot programs when transition criteria have been met. Management will include (but may not be limited to):
4. Responsible for oversight of Service-wide program implementation, with assistance from HQ DLA, following the initial successful demonstration.
5. Responsible for identification and submission of POM input for additional SCO resource requirements, if needed, to meet management objectives, for all retail inventory projects.

6. Responsible for provision of program updates within DLA and to the SLAs in accordance with established guidelines.
7. Responsible for coordination of NIMS/JEMMS with other Richmond initiatives such as PBLs, BRAC, and others.
8. Responsible for execution of transition plan for migration of service sites supported by DSCR to NIMS/JEMMS.
9. Responsible for providing subject matter expertise and support on NIMS/JEMMS at DSCR

ASSET MANAGEMENT BRANCH (DSCR-BAOA)

FUNCTIONS:

1. Directs and manages all activities assigned to DSCR pertaining to the assigned mission operations (all issues related to assets and inventory) for the BSM Program and for legacy logistics systems.
2. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements and ensures their integration into the development of the SAMMS replacement system.
3. Determines or oversees the determination of whether contractor-provided system integration service or products meet standards, specifications, and requirements.
4. Determines both current and projected functional requirements for existing SAMMS interfacing systems operating throughout DSCR/DLA/DOD and ensures their integration into existing data systems.
5. Responsible for reengineering DLA business practices to fit the COTS enterprise business system and look for other reengineering opportunities resulting from the new enterprise business system.
6. Supports the functional assessment of the adequacy of existing DOD automated information systems by participating in various tests; executing scenarios for system implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of data systems.
7. Exercises responsibility for design and implementation of functional user training on SAMMS replacement.
8. Exercises responsibility for overseeing the configuration management of functional requirements. Provides support to the BSM Configuration Control Board (CCB).
9. Supports the economic, functional, and technical analysis of alternative solutions regarding the feasibility of transitioning from SAMMS to a SAMMS replacement system.
10. Exercises responsibility for data analysis and metrics support determining operational or managerial information, forecasting, data sharing of SAMMS replacement system.
11. Provides support to the DLA Logistics Operations (J3) BSM PM, the Information Operations (J6) BSM PM Office, and other BSM IPTs.
12. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
13. Manages risks associated with the BSM Program.

14. Responsible for continuing the change-management approach that will minimize the effect of this transformation on the Command.
15. Responsible for post-implementation support strategies.
16. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
17. Responsible for transition plan and approach specific to transition of current operational activities to the new system.
18. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce.
19. Responsible for Process and SubProcess subject matter expertise and support for Process Owner(s), SubProcess Owner(s) and end users at the geographic site.
20. Performs functional supply management system analysis, coordinates changes to existing systems directed by HQ DLA and provides functional system training of appropriate operating branches. Assures the implementation of DOD, DLA, DSC, and cross-functional policies, procedures, plans, and programs.
21. Administers implementation of Order Fulfillment-related systems and policies.
22. Maintains a library of AIS operating procedures for applicable logistics systems/subsystems and personal/microcomputers. Provides/arranges for logistics functional systems training as necessary.
23. Reviews systems change requests and operating procedures developed by DLA Systems Integration Office (DSIO), other PLFAs, HQ DLA, and other functional managers to determine impact on logistics functions. Recommends changes as necessary

SALES ORDER PROCESSING BRANCH (DSCR-BAOR)

FUNCTIONS:

1. Directs and manages all activities assigned to DSCR pertaining to the assigned mission operations (all issues related to sales order processing and customer account management) for the BSM Program and legacy logistics systems.
2. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements and ensures their integration into the development of the SAMMS replacement system.
3. Determines or oversees the determination of whether contractor-provided system integration service or products meet standards, specifications, and requirements.
4. Determines both current and projected functional requirements for existing SAMMS interfacing systems operating throughout DSCR/DLA/DOD and ensures their integration into existing data systems.
5. Responsible for reengineering DLA business practices to fit the COTS enterprise business system and look for other reengineering opportunities resulting from the new enterprise business system.
6. Supports the functional assessment of the adequacy of existing DOD automated information systems by participating in various tests; executing scenarios for system

implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of data systems.

7. Exercises responsibility for design and implementation of functional user training on SAMMS replacement.
8. Exercises responsibility for overseeing the configuration management of functional requirements. Provides support to the BSM Configuration Control Board (CCB).
9. Supports the economic, functional, and technical analysis of alternative solutions regarding the feasibility of transitioning from SAMMS to a SAMMS replacement system.
10. Exercises responsibility for data analysis and metrics support determining operational or managerial information, data sharing of SAMMS replacement system.
11. Provides support to the DLA Logistics Operations (J3) BSM PM, the Information Operations (J6) BSM PM Office, and other BSM IPTs.
12. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
13. Manages risks associated with the BSM Program.
14. Responsible for continuing the change-management approach that will minimize the effect of this transformation on the Command.
15. Responsible for post-implementation support strategies.
16. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
17. Responsible for transition plan and approach specific to transition of current operational activities to the new system.
18. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce.
19. Responsible for Process and SubProcess subject matter expertise and support for Process Owner(s), SubProcess Owner(s) and end users at the geographic site.
20. Performs functional supply management system analysis, coordinates changes to existing systems directed by HQ DLA and provides functional system training of appropriate operating branches. Assures the implementation of DOD, DLA, DSC, and cross-functional policies, procedures, plans, and programs.
21. Administers implementation of Order Fulfillment-related systems and policies.
22. Maintains a library of AIS operating procedures for applicable logistics systems/subsystems and personal/microcomputers. Provides/arranges for logistics functional systems training as necessary.
23. Reviews systems change requests and operating procedures developed by DLA Systems Integration Office (DSIO), other PLFAs, HQ DLA, and other functional managers to determine impact on logistics functions. Recommends changes as necessary.

PLANNING DIVISION (DSCR-BAP)

MISSION :

Develops and implements policies, procedures and objectives related to Planning process issues. Supports Planning Process Owner. Acts as and/or supports Enterprise SubProcess Owners. Provides end-user support and subject matter expertise as needed. Monitors performance/KPIs related to planning.

DEMAND PLANNING BRANCH (DSCR-BAPD)

FUNCTIONS:

1. Directs and manages all activities assigned to DSCR pertaining to the assigned mission operations for the BSM Program.
2. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements and ensures their integration into the development of the SAMMS replacement system.
3. Determines or oversees the determination of whether contractor-provided system integration service or products meet standards, specifications, and requirements.
4. Determines both current and projected functional requirements for existing SAMMS interfacing systems operating throughout DSCR/DLA/DOD and ensures their integration into existing data systems.
5. Responsible for reengineering DLA business practices to fit the COTS enterprise business system and look for other reengineering opportunities resulting from the new enterprise business system.
6. Supports the functional assessment of the adequacy of existing DOD automated information systems by participating in various tests; executing scenarios for system implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of data systems.
7. Exercises responsibility for design and implementation of functional user training on SAMMS replacement.
8. Exercises responsibility for overseeing the configuration management of functional requirements. Provides support to the BSM Configuration Control Board (CCB).
9. Supports the economic, functional, and technical analysis of alternative solutions regarding the feasibility of transitioning from SAMMS to a SAMMS replacement system.
10. Exercises responsibility for data analysis and metrics support determining operational or managerial information, forecasting, data sharing of SAMMS replacement system.
11. Provides support to the DLA Logistics Operations (J3) BSM PM, the Information Operations (J6) BSM PM Office, and other BSM IPTs.
12. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
13. Manages risks associated with the BSM Program.
14. Responsible for continuing the change-management approach that will minimize the effect of this transformation on the Command.

15. Responsible for post-implementation support strategies.
16. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
17. Responsible for transition plan and approach specific to transition of current operational activities to the new system.
18. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce.
19. Responsible for Process and SubProcess subject matter expertise and support for Process Owner(s), SubProcess Owner(s) and end users at the geographic site.
20. Performs functional supply management system analysis, coordinates changes to existing systems directed by HQ DLA and provides functional system training of appropriate operating branches. Assures the implementation of DOD, DLA, DSC, and cross-functional policies, procedures, plans, and programs.
21. Administers implementation of Planning-related systems and policies.
22. Maintains a library of AIS operating procedures for applicable logistics systems/subsystems and personal/microcomputers. Provides/arranges for logistics functional systems training as necessary.
23. Reviews systems change requests and operating procedures developed by DLA Systems Integration Office (DSIO), other PLFAs, HQ DLA, and other functional managers to determine impact on logistics functions. Recommends changes as necessary

SUPPLY PLANNING BRANCH (DSCR-BAPS)

FUNCTIONS:

1. Directs and manages all activities assigned to DSCR pertaining to the assigned mission operations for the BSM Program.
2. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements and ensures their integration into the development of the SAMMS replacement system.
3. Determines or oversees the determination of whether contractor-provided system integration Service or products meet standards, specifications, and requirements.
4. Determines both current and projected functional requirements for existing SAMMS interfacing systems operating throughout DSCR/DLA/DOD and ensures their integration into existing data systems.
5. Responsible for reengineering DLA business practices to fit the COTS enterprise business system and look for other reengineering opportunities resulting from the new enterprise business system.
6. Supports the functional assessment of the adequacy of existing DOD automated information systems by participating in various tests; executing scenarios for system implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of data systems.

7. Exercises responsibility for design and implementation of functional user training on SAMMS replacement.
8. Exercises responsibility for overseeing the configuration management of functional requirements. Provides support to the BSM Configuration Control Board (CCB).
9. Supports the economic, functional, and technical analysis of alternative solutions regarding the feasibility of transitioning from SAMMS to a SAMMS replacement system.
10. Exercises responsibility for data analysis and metrics support determining operational or managerial information, data sharing of SAMMS replacement system.
11. Provides support to the DLA Logistics Operations (J3) BSM PM, the Information Operations (J6) BSM PM Office, and other BSM IPTs.
12. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
13. Manages risks associated with the BSM Program.
14. Responsible for continuing the change-management approach that will minimize the effect of this transformation on the Command.
15. Responsible for post-implementation support strategies.
16. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
17. Responsible for transition plan and approach specific to transition of current operational activities to the new system.
18. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce.
19. Responsible for Process and SubProcess subject matter expertise and support for Process Owner(s), SubProcess Owner(s) and end users at the geographic site.
20. Performs functional supply management system analysis, coordinates changes to existing systems directed by HQ DLA and provides functional system training of appropriate operating branches. Assures the implementation of DOD, DLA, DSC, and cross-functional policies, procedures, plans, and programs.
21. Administers implementation of Planning-related systems and policies.
22. Maintains a library of AIS operating procedures for applicable logistics systems/subsystems and personal/microcomputers. Provides/arranges for logistics functional systems training as necessary.
23. Reviews systems change requests and operating procedures developed by DLA Systems Integration Office (DSIO), other PLFAs, HQ DLA, and other functional managers to determine impact on logistics functions. Recommends changes as necessary.

COLLABORATION BRANCH (DSCR-BAPC)

FUNCTIONS:

1. Serves as focal point for all logistics functional matters relating to aviation customer and supplier collaboration as well as web-based supportability tools..

2. Within DLA, leads development and coordination of Joint Collaboration Agreements for customers and suppliers.
3. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements with regard to customer and supplier collaboration DLA web-based tools and ensures their integration into the planning system.
4. Responsible for reengineering DLA collaboration and supportability practices to fit the COTS enterprise business systems and processes.
5. Supports the functional assessment of the adequacy of collaboration and supportability systems by participating in various tests; executing scenarios for system implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of collaboration systems.
6. Exercises responsibility for design and implementation of functional user training (internal and external to DLA) on BSM Collaboration and coordinates with the Enterprise KT&T team.
7. Exercises responsibility for overseeing the configuration management of functional requirements for collaboration and stockout/stocklow reports. Provides support to the BSM Configuration Control Board (CCB).
8. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
9. Manages risks associated with the BSM Program.
10. Responsible for continuing the change-management approach that will maximize the benefits of customer and supplier collaboration and web-based supportability tools to DLA.
11. Responsible for post-implementation support and sustainment strategies.
12. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
13. Responsible for transition plan and approach strategy specific to transition of current operational activities to the new system.
14. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce as well as external customers and suppliers.
15. Responsible for Process and SubProcess subject matter expertise and support for Process Owner(s), SubProcess Owner(s) and end users at the geographic site.
16. Responsible for the development and introduction of future customer and supplier collaboration partners.
17. Responsible for coordination of collaboration with initiatives such as PBLs, BRAC, and others.

TECHNICAL/QUALITY PROCESS DIVISION (DSCR-BAT)

MISSION:

Serves as the DSCR focal point for all business operations relating to the Technical and Quality business process. Provides direction and guidance of ICP policies, objectives and procedures as they pertain to Technical and Quality initiatives. Provides enterprise wide Technical/Quality support to carry out and implement HQ policy and objectives mandated by the Technical/Quality Process Owner as well as corresponding Sub process owners. Provides guidance and support to Technical/Quality ICP end users as well as all other Process Areas having internal/external touch points with the Technical/Quality Process. Monitors Key Performance Indicators and business metrics to ensure Business Units are meeting performance goals.

PRODUCT SUPPORT BRANCH (DSCR-BATA)

FUNCTIONS:

1. Reviews, recommends, and coordinates with Defense Logistics Information Service (DLIS), DLA, and other DSCs on federal cataloging policies and procedures.
2. Participates in the development of requirements for the DLIS Catalog Workload Tracking (CWT) System and the Cataloging Reengineering System (CRS).
3. Provides assistance to technical/quality and contractor personnel in the preparation of cataloging and logistics information for submittal to DLIS for input and update to Federal Logistics Information System (FLIS).
4. Submits revisions to the FLIS Total Item Record (TIR) as necessary when related to Flight Safety Critical Aircraft Parts (FSCAP), Interchangeability and Substitutability (I&S), Standardization, and DEMIL issues.
5. Prepares requests for mass data retrievals from DLIS and distributes output.
6. Serves as focal point for policies and procedures for the Item Reduction Program (IR) and Item Reduction Website Capability Program.
7. Serves as focal point for the DEMIL Challenge Program.
8. Submits and resolves DEMIL Code transactions and provides instructions for NSNs coded F.
9. Serves as center representative on the Federal Cataloging Committee (FCC).
10. Serves as center representative for the DOD Joint I&S and IR Programs.
11. Participates in the development of automated website for IR and provides training.
12. Maintains liaison with HQ DLA, DLIS, PLFAs, military services, and other government agencies regarding cataloging and logistics matters.
13. Maintains a library of AIS operating procedures for applicable technical/quality systems/subsystems and personal/microcomputers. Provides/arranges for technical/quality functional systems training as necessary.
14. Develops in coordination with other office' personnel functional requirements/descriptions for systems changes necessary for standard, unique, and micro-computer systems to support technical and quality functions throughout the center.
15. Reviews systems change requests and operating procedures developed by DSIO, other PLFAs, HQ DLA, and other functional managers to determine impact on technical and quality functions. Recommends changes as necessary.

16. Provides technical advice and assistance to technical and quality personnel and functional managers with respect to AIS.
17. Researches systemic technical/quality AIS problems to determine cause and provide solutions.
18. Participates as required in testing of functional AIS programs and program changes and in studies/reviews of functional system requirements.
19. Coordinates the development of technical and quality policies, systems, procedures, and programs.
20. Coordinates and participates in the development of technical and quality procedures for implementing applicable DOD, DLA, DSC, and intra-office policies, systems procedures, and programs.
21. Provides technical and statistical support to BSM. Develops legacy systems interim policy guidance in support of BSM.
22. Serves as the DSCR PQDR Focal Point.

PRODUCT DATA BRANCH (DSCR-BATB)

1. Directs and manages all activities assigned to DSCR pertaining to the assigned mission operations for the BSM Program.
2. Exercises responsibility for the development of both current and projected functional systems requirements and policy concepts, objectives, and general requirements and ensures their integration into the development of the SAMMS replacement system.
3. Determines or oversees the determination of whether contractor-provided system integration service or products meet standards, specifications, and requirements.
4. Determines both current and projected functional requirements for existing SAMMS interfacing systems operating throughout DSCR/DLA/DOD and ensures their integration into existing data systems.
5. Responsible for reengineering DLA business practices to fit the COTS enterprise business system and look for other reengineering opportunities resulting from the new enterprise business system.
6. Supports the functional assessment of the adequacy of existing DOD automated information systems by participating in various tests; executing scenarios for system implementation; and by obtaining and analyzing functional requirements related to the design, development, or modification of data systems.
7. Exercises responsibility for design and implementation of functional user training on SAMMS replacement.
8. Exercises responsibility for overseeing the configuration management of functional requirements. Provides support to the BSM Configuration Control Board (CCB).
9. Supports the economic, functional, and technical analysis of alternative solutions regarding the feasibility of transitioning from SAMMS to a SAMMS replacement system.
10. Exercises responsibility for data analysis and metrics support determining operational or managerial information, forecasting, data sharing of SAMMS replacement system.
11. Provides support to the DLA Logistics Operations (J3) BSM PM, the Information Operations (J6) BSM PM Office, and other BSM IPTs.

12. Develops a standardized communication interface approach to external systems including vendors, customers, and DOD systems.
13. Manages risks associated with the BSM Program.
14. Responsible for continuing the change-management approach that will minimize the effect of this transformation on the Command.
15. Responsible for post-implementation support strategies.
16. Responsible for data migration to include methodology and automated tools and techniques for migrating and maintaining integrity of appropriate and relevant data from the legacy to the proposed software units.
17. Responsible for transition plan and approach specific to transition of current operational activities to the new system.
18. Responsible for BSM strategies on training and knowledge transfer. Manages the design, development, and implementation of training and knowledge transfer for affected workforce.
19. Responsible for Process and Sub-Process subject matter expertise and support for Process Owner(s), Sub-Process Owner(s) and end users at the geographic site.
20. Analyzes business processes and practices in order to develop changes to improve productivity and operational efficiencies.
21. Develops statistical techniques for application in contracts, commercial activity documents, measurement and evaluation programs, and storage standards.
22. Analyzes quality history data and provides contracting officers and product quality specialists (item/contractor) to support pre-award and post-award determinations and actions to include the use or non-use of Certificates of Conformance (CoC) and Certificates of Quality Compliance (CoQC).
23. Serves as Program Managers focal point for the Shelf-Life Testing Program.
24. Provides technical guidance and support on quality assurance aspects of the center's (including DDRV, when applicable) Commercial Activities Program, to include review and comments on commercial activity documents; e.g., Quality Assurance Surveillance Plans and Performance Work Statements, when requested.
25. Administers implementation of Joint DLA/Military Service/Federal Agency Quality Assurance programs; develops coordinated quality assurance criteria and procedures; evaluates effectiveness of program implementation and recommends improvements/changes.
26. Initiates, designs, and/or conducts studies of quality assurance concepts, operations, procedures and techniques; implements results; coordinates with the applicable elements of DLA and the military departments as required. Develops applications of the most effective and current methods of quality assurance operations.
27. Provides staff assistance in the resolution of operational quality assurance problems.
28. Develops or participates in the development of and conducts training on QA policies, programs, and systems; e.g., DLAM 4155.2 and QEP.
29. Serves as Program Manager for the DSCR PQDR Program.
30. Implements packaging policy and procedures decisions for the center as they apply to the SAMMS replacement system.
31. Participates in the DLA Packaging Board for BSM system representation as required.

RESEARCH, REVIEW AND ANALYSIS DIVISION (DSCR-BAE)

MISSION:

Responsible for prioritizing overall data extraction and analysis support for various operational areas of the aviation supply and demand chains and Command. Develops and tracks various performance metrics for the center including those in the overall Operational Balanced Scorecard as well as the Supplier and Customer Scorecards. Analyzes trends in performance. Completes special and/or Command directed projects and participates with various center operational areas in the research, analysis, and resolution of problem areas. Acts as advisor and assistant to the Director by providing research and review and analysis of operational procedures, systems, and performance. Conducts a full range of studies to determine complex operational changes affecting the performance and business decisions. Provides recommendations and suggested business process improvements, and develops plans for implementing recommended improvements.

AVIATION DEMAND/SUPPLY CHAIN METRIC REPORTING AND ANALYSIS BRANCH (DSCR-BAEA)

FUNCTION:

1. Conducts reviews and analyses of aviation supply chain operations, cost, and performance data; compiles statistics and management information. Advises customers on use of statistical techniques for development of management controls and evaluation of operations.
2. Participates with ISTs and/or other operational areas in the research and resolution of problem areas in the performance indicators established to monitor successful mission accomplishment. Provides quantitative data as needed to be used in resolving negative trends in performance. Documents actions toward problem resolution to be used in providing comprehensive review and analysis.
3. Coordinates office participation in organization management, performance standards, and work simplification programs by providing historical performance data that accurately measures existing business practices.
4. Conducts studies, performs analyses, and recommends solutions to problems in acquisition management, material management, technical operations, and quality assurance. Coordinates solution with functional business elements of the aviation supply chain and DLA as required.

5. Conducts presentations of reviews and analyses of functional business elements to the DSCR Corporate Board and visitors to the center as required.

AVIATION SUPPLIER REPORTING AND ANALYSIS BRANCH (DSCR-BAES)

FUNCTIONS:

1. Performs special and Command directed projects for Supplier Operations by collecting data, analyzing it, developing proposed courses of actions or solutions, and assisting in their implementation as necessary.
2. Performs data extractions of selected operational information from a variety of data sources and type, via various programming languages such as SAS, and/or by utilizing software packages such as Access, Excel, PC SAS, Oracle SQL, SAP Navigation, BEX, etc.. Analyzes the data extracted and recommends actions related to specific management requests.
3. Develops the Supplier Balanced Scorecard Measures and makes changes in metrics as necessary due to the evolution of this business focus area.
4. Develops Plan of Action and Milestones (POAM) documents for various aviation supply chain initiatives and tracks accomplishment of required actions providing results in consolidated progress reports to top management.
5. Conducts data extraction of operational data from a variety of data sources; reviews and analyzes operational performance in the areas of supply, procurement, and commodity services for operational personnel.
6. Acquires and arranges various data in usable and meaningful formats using charts and spreadsheets, etc., for informal use with the organizations supported.
7. Assists in the development of formal presentations relative to Key Performance Indicators, metrics, and other operational data as requested by the supplier focused teams.

AVIATION CUSTOMER REPORTING AND ANALYSIS BRANCH (DSCR-BAEC)

FUNCTIONS:

1. Conducts analytical research, encompassing original statistical studies and/or qualitative research, in order to gather information/data regarding product line performance, customer behavior patterns, and effectiveness of weapon systems support programs.
2. Develops the Customer Balanced Scorecard Measures and makes changes in metrics as necessary due to the evolution of this business focus area.
3. Monitors and evaluates the effectiveness of current and potential support strategies based on demands, sales, customer awareness, customer satisfaction, and customer relationships in order to offer Customer Operations the opportunity to choose the most beneficial and cost effective customer and weapon systems support strategies. Data is gathered primarily through computer programming techniques by compiling information from a wide variety of supply, procurement, and financial files.

4. Designs, develops, formulates, and executes unique analyses of weapon systems and customer programs in support of the Customer Operations and Command personnel.
5. Performs data extractions of selected operational information from a variety of data sources and type, via various programming languages such as SAS, and/or by utilizing software packages such as Access, Excel, PC SAS, Oracle SQL, SAP Navigation, BEX, etc.. Analyzes the data extracted and recommends actions related to specific management requests.
6. Performs research studies and advisory services involving changes to current operations and departures from existing guidelines and established methods of supply support.
7. Prepares and presents customer support proposals, methodologies, and results to appropriate DSCR personnel.

AVIATION OPERATIONS RESEARCH AND STUDIES BRANCH (DSCR-BAEO)

FUNCTIONS:

1. Conducts studies of aviation supply and demand chain operations and/or business processes.
2. Conducts, organizes, and coordinates analytical studies in primary and other functional areas.
3. Conducts economic analyses to measure changes in performance factors as a result of process improvements, regulatory changes, or other business operational changes.
4. Performs operations research studies in support of business areas within the aviation supply and demand chain.
5. Develops procedures for investigating problems within business areas, which could adversely affect business operational indicators.
6. Develops recommendations based on study results and provides management with new decision support systems and/or strategic business information.
7. Proactively develops recommendations to business processes, which could positively affect or influence performance indicators.

